

<b>PRELIMINARY INFORMATION</b>	
College:	
Guest Name:	
Guest Surname:	
Room number where the problem was observed:	
Floor / Building / Wing:	
Date when the problem was observed:	
Time when the problem was observed:	
Involved enduser device:	PC <input type="checkbox"/> Tablet <input type="checkbox"/> Smartphone <input type="checkbox"/>
Installed operating system:	XP <input type="checkbox"/> Vista <input type="checkbox"/> W7 <input type="checkbox"/> W8 <input type="checkbox"/> OSX <input type="checkbox"/> iOS <input type="checkbox"/> Android <input type="checkbox"/>
<input type="checkbox"/> If OSX / iOS / Android indicate version:	
Used Internet browser:	IE <input type="checkbox"/> Firefox <input type="checkbox"/> Chrome <input type="checkbox"/> Safari <input type="checkbox"/> Other <input type="checkbox"/>
<input type="checkbox"/> Browser version:	
<input type="checkbox"/> Set home page on browser:	
Username for authentication:	
<b>PROBLEM DETAILS</b>	
WiFi RF signal level or quality reported by enduser device:	
Did wireless network connection succeeded?:	yes <input type="checkbox"/> - no <input type="checkbox"/>
<input type="checkbox"/> If yes annotate wireless network name (SSID):	
Was authentication pop-up shown upon browser start?:	yes <input type="checkbox"/> - no <input type="checkbox"/>
<input type="checkbox"/> If no did browser reported SSL certificate errors on that page?:	yes <input type="checkbox"/> - no <input type="checkbox"/>
<input type="checkbox"/> If no has a different browser been tested?:	yes <input type="checkbox"/> - no <input type="checkbox"/>
Authentication was successful?:	yes <input type="checkbox"/> - no <input type="checkbox"/>
<input type="checkbox"/> If no which error was reported?:	
Desired website was successfully loaded?:	yes <input type="checkbox"/> - no <input type="checkbox"/>
<input type="checkbox"/> If no write the website's exact URL (as shown on browser address bar):	
Did Internet access speed allow proper fruition of the desired website?:	yes <input type="checkbox"/> - no <input type="checkbox"/>
<input type="checkbox"/> If no has a speed test been executed ( <a href="http://speedtest.net">http://speedtest.net</a> )?:	yes <input type="checkbox"/> - no <input type="checkbox"/>
<input type="checkbox"/> Speedtest results (if any):	Ping (        ) - Download (        ) - Upload (        )